

THIS SUNCORP BANK BRANCH IS CLOSING

We're committed to supporting our customers, and have a range of options to support their everyday banking needs.

We're working to balance how we support our customers, whether that's in person or online. Over recent years, more of our customers have chosen to do their banking digitally, and since COVID-19, fewer have been visiting our Pitt Street branch. Today, many of our customers are regularly using our digital services, such as internet and app banking or telephone banking.

That is why, after careful consideration of a range of factors, we have decided our branch at Pitt Street will permanently close on Friday, 9 January 2026 at 2pm.

WHAT DOES THIS MEAN FOR YOUR BANKING?

Prior to the branch closure, our team will still be available to assist you with more information on the many ways to bank, including accessing your accounts at any participating Australia Post locations displaying the Bank@Post signage.

We know this closure may affect the way you bank. Your account and BSB numbers will remain the same, and you can continue to use Suncorp Bank ATMs and branches across Australia including those listed below. The closest Suncorp Bank Branch is nearby, located in Bondi Junction.

Your nearest alternative banking options include:

ATM	atmx Sydney Central Plaza
Address	450 George Street, Sydney, NSW, 2000

Branch	Suncorp Bank Bondi Junction
Address	205 Oxford Street, Bondi Junction, NSW, 2022
Hours	Monday - Thursday: 9:30 am – 4:00 pm, Friday: 9:30 am – 5:00 pm
Services	<ul style="list-style-type: none">• Full branch service• Opening accounts• Cash deposits and withdrawals• Home and investment loans• Investments
	Call 131175 (24/7 7 days a week AEST/AEDT)

Bank@Post	Sydney GPO Post Shop
Address	1 Martin Place, Sydney, NSW, 2000
Hours	Monday - Friday: 9:00 am – 5:00 pm
Services	<ul style="list-style-type: none">• Cash deposits• Balance enquiry• Cash exchange• Cash withdrawals• Pay bills via BPay
	Call 13 13 18 (Monday – Friday: 8:00am – 6:00pm, except national public holidays)

SUNCORP BANK



Suncorp Bank (Norfina Limited ABN 66 010 831 722 AFSL 229882 Australian Credit Licence 229882)

The SUNCORP brand and Sun Logo are used by Suncorp Bank (Norfina Limited) under licence and Suncorp Bank is not part of the Suncorp Group. *Suncorp Bank is a member of the atmx by Armaguard (atmx) ATM Network. Fee-free access applies to the following transactions: a successful cash withdrawal, account balance enquiry, PIN change, transfer between Suncorp Bank accounts, or a cash deposit using a Suncorp Bank Visa Debit or Suncorp Bank EFTPOS card. Daily withdrawal limits apply. Cheque deposits are not accepted at atmx ATMs for Suncorp Bank customers. Terms and conditions apply. Find out more on our [Suncorp Bank ATMs page](#).

WHY IS THIS BRANCH CLOSING?

The decision to close Pitt Street branch is not one we make lightly. We carefully consider a range of factors over a long period, including branch usage. For our Pitt Street branch, we have seen low numbers of customer transacting in the branch, with more opting for digital and self-service options.

76%

of customers based (or domiciled) at this branch who bank digitally.

13%

of customers have transacted in this branch at least 12 times in the past year.

HOW ARE CUSTOMERS TRANSACTING AT THIS BRANCH?

CUSTOMERS TRANSACTING IN-BRANCH OVER THE PAST YEAR

	3+ transactions	12+ transactions
Personal banking	529	70
Business banking	82	16

1 July 2024 – 30 June 2025

For more context, here’s a 6-year view of transaction volumes by Personal and Business customers.

NUMBER OF PERSONAL BANKING TRANSACTIONS

Year	Cash withdrawals	Cash deposit	Cheque deposits
2019	3,054	2,930	689
2020	2,392	1,942	641
2021	2,146	1,492	667
2022	2,844	2,271	732
2023	2,825	2,492	685
2024	3,051	2,430	478

NUMBER OF BUSINESS BANKING TRANSACTIONS

Year	Cash withdrawals	Cash deposits	Cheque deposits
2019	580	1,045	229
2020	531	818	134
2021	376	1,108	186
2022	609	1,151	297
2023	996	843	324
2024	953	609	209

HOW ARE WE LETTING PEOPLE KNOW?

We inform Federal, State and Local Government representatives, and contact our customers based at or who regularly transact in this branch by phone, email and/or letter about these changes.

MORE WAYS TO BANK WITH US

There are many ways to bank with us other than visiting a branch, including options that are faster and more convenient. [Find out more](#)



SUNCORP BANK APP

- Pay bills
- Transfer money within Australia
- Check your account balance
- View your account statements
- Activate an eligible card
- Change your card PIN
- Temporarily block and unblock your card
- Report your eligible card as lost or stolen
- Update your contact details
- Message us and a team member will get back to you
- View your statements

Get the Suncorp Bank App



INTERNET BANKING

- Pay bills
- Pay anyone
- Transfer money within Australia
- Transfer money overseas
- Check your account balance
- View your account statements
- Activate an eligible card
- Order a replacement card

Register now



PHONE BANKING

- Self-service phone banking 24/7

Access phone banking on 13 11 25

- Speak to a customer service consultant 24/7, 7 days a week (AEST/AEDT)

Call us on 13 11 75



SUNCORP BANK SMART ATMS

- Deposit cash¹
- Withdraw cash¹
- Transfer between accounts
- Check your account balance
- Change your PIN
- Access multiple language options
- Assisted banking with braille keypad and audio voiceover



OTHER ATM & EFTPOS MACHINES

There are more places you can use your Suncorp Bank card to withdraw cash¹ with no transaction fees, including:

- *Any atm by Armaguard ATM (look for the atm logo above the machine)
- ANZ, NAB, Commonwealth Bank and Westpac ATMs across Australia
- EFTPOS machines at thousands of merchants including most major supermarkets and petrol stations¹



MOBILE LENDING

- Suncorp Bank Mobile Lenders operate in your area
- Get assistance with first home, refinancing, investment and renovation loans
- No cost and obligation-free
- Meet at a location and time that's suitable for you
- Face-to-face, by phone or video call
- One point of contact by mobile phone



Bank@Post

Bank at participating Australia Post locations² with your Suncorp transaction card and PIN to perform banking services such as:

- Deposit¹
- Withdrawals¹
- Cash exchange¹
- Pay bills

[Find your nearest Bank@Post](#)

Important information

1. Cash limits apply

2. Card and Pin required for all machine and Australia Post services, card limits apply.

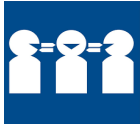
* Suncorp Bank is a member of the atm by Armaguard (atmx) ATM Network. Fee-free access applies to the following transactions: a successful cash withdrawal. Daily withdrawal limits apply. Terms and conditions apply. Find out more on our [Suncorp Bank ATMs page](#).

OUR TEAM IS HERE TO HELP

In times of need, we understand you may want specialist assistance.

At Suncorp Bank, we provide access to a dedicated service line and support if you're experiencing financial difficulty due to loss of income, medical reasons, family matters including domestic violence, a natural disaster or something else.

Call us to discuss your circumstances on [1800 225 223](tel:1800225223) Monday to Friday, 8:30am – 5pm (AEST) or [apply for support](#).



THE TRANSLATING AND
INTERPRETING SERVICE

The Translating and Interpreting Service (TIS National) provides phone and on-site interpreting services in over 150 languages, including Arabic, Simplified and Traditional Chinese, Korean and more.

Suncorp Bank can arrange this service when you visit one of our branches or alternatively call 13 14 50. You can do this with the support of a friend or family member.



AUSLAN SERVICES

Auslan (Australian Sign Language) Services is an interpreting service provided for people who are deaf or hard of hearing that need to communicate through Auslan.

Video conferencing is available in branches with an Auslan interpreter. Please visit your local branch to arrange this service.



FINANCIAL COUNSELLING
AUSTRALIA

If you need further assistance outside of what Suncorp Bank can offer, there are other services available to help such as Financial Counselling Australia.

If you are experiencing financial difficulty, you can speak to a free, independent financial counsellor in your state or territory by:

- Visiting the National Debt Helpline [website](#)
- Calling the National Debt Helpline on 1800 007 007 (Monday to Friday, 9.30am–4.30pm)
- Find a financial counselling agency in your area using this [map](#)

